

JANUARY 2013

S O U T H W E S T E R N P E N N S Y L V A N I A
**RESOURCE GUIDE OF
BEHAVIORAL HEALTH PROVIDERS**
FOR PERSONS WHO ARE DEAF, DEAFBLIND OR HARD OF HEARING



The Behavioral Health
Task Force

*for Persons who are Deaf, Deafblind or
Hard of Hearing of Allegheny County*

A product of the Behavioral Health Task Force for Persons who are Deaf,
Deafblind and Hard of Hearing of Allegheny County.

EMERGENCY CONTACTS

re:solve Crisis Network 1-888-7YOU CAN or 1-888-796-8226

Information, Referral and Emergency Services (IRES) 412-350-4456 (v) 412-350-3467 (TTY)

<p>4 Preface</p> <p>5 Glossary of Terms</p> <p>7 Agencies that Serve Persons who are Deaf, Deafblind, or Hard of Hearing</p> <p>7 • Aurora Rehabilitation Center</p> <p>8 • Center for Community Resources, Inc.</p> <p>9 • Center for Hearing and Deaf Services/ Mercy Behavioral Health</p> <p>10 • Family Services of Western Pennsylvania – Greensburg office</p> <p>11 • Milestone</p> <p>12 • Pressley Ridge School for the Deaf</p> <p>13 • Transitional Services, Inc.</p> <p>14 • West Central Center for the Deaf</p> <p>15 Private Practitioners</p> <p>15 • Patricia K. Dobosh, PhD</p> <p>16 • Jennifer Macioce, LCSW, NCGC-1</p> <p>17 • Mary-Alice Olson, LCSW</p> <p>18 • Stefanie E. Sigrist, MA, ATR, LPC</p> <p>19 • Kristy Weidner, LCSW</p> <p>20 • Rose Zingrone, LCSW</p> <p>21 Information/Consultation</p> <p>• Ms. Teresa Nellans, MA, MBA</p>	<p>22 Local and State Government Agencies</p> <p>Allegheny County Department of Human Services</p> <p>Office of Behavioral Health</p> <ul style="list-style-type: none"> • Bureau of Adult Mental Health Services • Bureau of Child and Adolescent Mental Health Services • Bureau of Drug and Alcohol Services <p>22 Office of Intellectual Disability</p> <p>22 Pennsylvania Department of Public Welfare</p> <ul style="list-style-type: none"> • Office of Mental Health and Substance Abuse Services <p>23 Allegheny County Behavioral Health Managed Care Organization</p> <ul style="list-style-type: none"> • Community Care Behavioral Health <p>23 Additional Behavioral Health Services</p> <ul style="list-style-type: none"> • Achieva Family Trust • Achieva Advocacy & Family Support <p>23 Early Intervention Services</p> <ul style="list-style-type: none"> • Achieva Early Intervention <p>24 Alliance for Infants and Toddlers</p> <ul style="list-style-type: none"> • Child Development Center <p>24 Family and Mental Health Consumer Organizations</p> <ul style="list-style-type: none"> • Advisory Board on Autism and Related Disorders (ABOARD) • National Alliance on Mental Illness, Southwestern PA (NAMI) <p>25 Advocacy Organizations</p> <ul style="list-style-type: none"> • Disability Rights Network of PA • The Office of Deaf and Hard of Hearing
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

EMERGENCY CONTACTS

re:solve Crisis Network
1-888-7YOU CAN or 1-888-796-8226
Information, Referral and Emergency Services (IRES)
412-350-4456 (voice) 412-350-3467 (TTY)

This booklet is a list of health care providers who have experience working with individuals who are deaf or hard of hearing. This list is not intended to limit your options of providers. You have the right to choose any provider whether or not they are listed here.

Included in the list are providers who have therapists proficient in American Sign Language (ASL) or who are deaf or hard of hearing themselves. All providers have a legal responsibility to provide services in a way that will ensure effective communication. Effective communication means that important medical information must be clearly understood by you, and you must be able to express important information to your provider. Examples of the aids and services that may help with effective communication include qualified interpreters, assistive listening devices, note takers, written materials, television decoders, and telecommunications devices such as TDDs. Upon request, a provider must provide an appropriate service or aid to ensure effective communication, and they must pay for it. Providers do not necessarily have to provide a specific device or service that you request if another aid or service that is more cost effective will still enable clear, effective communication. They cannot, however, assume a specific accommodation will work for you without your input into the decision. There are several laws that protect your right to have these accommodations provided to you, including the Americans with Disabilities Act (ADA).

For example, if you need an interpreter in order to understand what your health care provider is telling you, then the provider is required to provide you with one. The provider must pay for the cost of an interpreter, even if the cost of the interpreter is more than the fee that the provider is paid for your visit. You should also understand that some very small providers may have an “undue burden” defense to the legal obligation to provide accommodations. For example, where there may be continuous visits over a long period of time, the cost of interpreters may so far exceed the resources of a sole practitioner that the burden would be considered unreasonable and therefore may not be required. If your provider is unable to provide the accommodation and you are covered by HealthChoices, your HealthChoices plan must cover the cost of the accommodation.

You should contact your provider before your appointment. Explain to them your needs so that they can accommodate those needs at the appointment. If you need an interpreter, for example, this will give the provider time to arrange for an interpreter to be available. Please help the provider to assist you by giving the provider enough time to arrange for the interpreter.

Everyone’s situation is different. If you have questions regarding your rights and reasonable accommodations by providers, please call the Disabilities Rights Network intake line at:

Phone: 1-800-692-7443

TDD: 1-877-375-7139

Americans with Disability Act – A federal law enacted to stop discrimination against people with disabilities.

Assistive Listening Devices (ALD) – Amplification instruments that are designed to be helpful in specific listening situations.

American Sign Language (ASL) – Distinct visual-gestural-kinesthetic language.

Office of Mental Health and Substance Abuse Services (OMHSAS) – The office within the Commonwealth of Pennsylvania, Department of Public Welfare which collaborates with other state offices to ensure local access to a comprehensive array of quality mental health and substance abuse services that are reflective of the needs of Pennsylvania citizens, effectively managed and coordinated, and responsive to a dynamic and changing health care environment.

Provider – A person, firm or corporation that provides behavioral health or medical services or supplies.

Behavioral Health Rehabilitation Services (BHRS)/Wrap around Services – Services for children and families are provided in the family’s home and community to prevent out of home placement. “Wrap around” services are a child-centered, strengths-based system.

Child and Adolescent Service System Program (CASSP) – Core principles that should guide service delivery. Services should be child-centered, family-focused, community-based, multi-system, culturally competent and least restrictive.

Consumer-Oriented – Services should meet the needs of the consumer, not the needs of the service provider.

Culturally Competent – Services provided by individuals who have the skills to recognize and respect the behavior, ideas, attitudes, values, beliefs, language and practices of a particular group of people.

Deaf – A condition in which sounds, including speech, have no meaning for ordinary life purposes. Visual communication such as sign language, writing, text reading and speech reading is necessary.

Hard of Hearing – A condition in which there is some degree of hearing loss varying from mild to moderate to profound. The sense of hearing is partial, but not completely functional for ordinary life purposes. The hearing loss can be acquired at any age between birth and late adulthood.

Health Choices – The name of Pennsylvania’s waiver program providing mandatory managed health care to Medical Assistance recipients.

Managed Care Organization (MCO) – An entity that manages the purchase and provision of physical or behavioral health services.

Mental Health/Mental Retardation (MH/MR) – Generally, community mental health and mental retardation services are administered through county MH/MR offices. These offices are part of county government and are overseen by a county administrator. In Allegheny County, drug and alcohol prevention and treatment services, and mental health services for children, adolescents and adults are supported by the Department of Human Services Office of Behavioral Health.

Services for persons with mental retardation and developmental disabilities are supported by the Department of Human Services Office of Mental Retardation and Developmental Disabilities.

Service Coordination (formerly case management) – Direct assistance to adult and children consumers of the behavioral health system, including problem resolution, advocacy and referral to other appropriate services.

Service Coordination Unit (SCU) – Local behavioral health services provider and intake point for accessing the mental health or mental retardation system.

Sign Communication Proficiency Interview (SCPI) – A conversational approach to sign language skills assessment which measures a person’s expressive and receptive language proficiency.

Sign Language Interpreter – A professional who is able to listen to another person’s words, inflections and intent while simultaneously rendering them into the visual language of signs using the mode of communication preferred by deaf consumers.

Teletypewriter (TTY/TDD) – A device that enables deaf people and others to communicate by typing interchange over a regular phone line.

Video Relay – A free service that allows persons who are deaf or hard of hearing to conduct a video phone call through a certified ASL interpreter via a high-speed internet connection and a video relay solution.

Aurora Rehabilitation Center/BCRC

Program Type: Mental health services to adults.

Address: 363 Third Street, Beaver, PA 15009

Phone (v): 724-775-2298

TTY: 724-847-1306

Fax: 724-774-7603

Contact Person: Marianne Lasalle

E-mail: mlasalle@bcrc.net

Population Served: Adults

Type of Behavioral Health

Services Offered: Psychiatric services, psychiatric rehabilitation, and supported employment.

Reimbursement: The agency accepts fee for service, third party reimbursement and Medicaid.

Number of Clients

Served Annually: Annually, the agency has served 9 people who were deaf or deafblind.

Qualifications of Staff: The staff member with sign language skills has received training in supported employment. The facility's psychiatrist is conversationally fluent in ASL.

Language Fluency: There are two staff members with sign language skills. All workshop staff have received some training in basic sign language.

Accreditation: The Office of Mental Health and Substance Abuse Services licenses the agency.

Program Accessibility: The facility is wheelchair accessible.

Center for Community Resources, Inc.

Program Type: School-based Student Assistance Program (SAP) services including information and referral to children and families.

Address: 212-214 South Main Street, Suite 625, Butler, PA 16001

Phone (v): 724-431-0095

TTY: 724- 431-0671 (Crisis Hotline)

Fax: 724- 431- 1011

Web: www.ccrinfo.org

Contact Person: Pamela Maciejewski

Email: pmaciejewski@ccrinfo.org

VP: 724-359-4069

TTY: 724-431-0625

Population Served: Adults, children and families

Type of Behavioral Health

Services Offered: Crisis management, utility assistance, school-based services through the Student Assistance Program, Administrative case management and mental retardation case management services with an interpreter.

Reimbursement: The Agency accepts fee for service, Medicare and Medicaid and Third Party Reimbursement. All services are provided free to the consumer.

Number of Clients

Served Annually: Annually, the agency has served 20 people who were deaf or hard of hearing and their families.

Qualifications of Staff: 1 staff member with sign language skills has 5+ years experience working with deaf and hard of hearing individuals in a social service setting. Mental health and drug and alcohol training is ongoing.

Language Fluency: There is a deaf staff member with sign language skills.

Accreditation: Licensed by the Department of Public Welfare.

Program Accessibility: The facility is wheelchair accessible and has visual emergency signals.

Center for Hearing and Deaf Services/Mercy Behavioral Health

- Program Type:** Outpatient mental health, intellectual disabilities, psychiatric, drug, alcohol, mental and family therapies.
- Address:** 1945 Fifth Avenue, Pittsburgh, PA 15219
- Phone (v):** 412-281-1375
- 24/7 MBH Hotline:** 1-877-637-2924
(MercyBH)
- TTY:** 412-281-1375
- Fax:** 412-281-6564
- Web:** www.hdscenter.org
- Contact Person:** Behavioral Health Coordinator
- Population Served:** Adults, children and families
- Type of Behavioral Health Services Offered:** Outpatient therapies, psychiatric consultation services, mental retardation services, marital therapy, office-based family therapy, group therapies, grief counseling, parent support groups, individual drug and alcohol counseling, Tinnitus support groups, deafblind support groups, wellness group and therapeutic day program are offered at HDS. Targeted case management services are also offered.
- Reimbursement:** The agency is fee for service, has a sliding scale and accepts Medicare, Medicaid, and other Third Party Reimbursement – Blue Cross/Highmark Products, UPMC HealthPlan.
- Number of Clients Served Annually:** Annually, the program has served 232 people who are deaf, deafblind or hard of hearing.
- Qualifications of Staff:** Staff fluent in ASL have the following mental health training: 1 psychiatrist, 1 MSW/LCSW, 3 LSWs, 1 LPC, 2 MAs, 1 RS-certified mental health professional, 1 MSW/LCSW- certified home and school visitor, 1 BS/MS audiologist, 3 rehabilitation counselors and peer support specialist (service coordinators).
One therapist has a bachelors in special education and a masters in audiology. One audiologist is on staff at the clinic and available for consultation. Assistive devices are demonstrated and available for purchase on site. Two OVR counselors who are deaf are also on site.
- Language Fluency:** Nine staff members have SCPI advanced or above ASL proficiency. Two are conversationally fluent in ASL, and two are deaf.
Mental health credentials of staff with SCPI advanced or above proficiency: MSW, LSW, certified home and school visitor, LPC, MA psychology, CT, LCSW, certified grief counselor, certified EMDR, rehabilitation counselor.
- Accreditation:** Licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services.
- Accessibility:** The program is wheelchair accessible, has visual emergency signals, amplified phone, flashing signal and a videophone.

Family Services of Western Pennsylvania – Greensburg Office

Program Type: Educational.

Address: 1011 Old Salem Road, Greensburg, PA 15601

Phone (v): 724-335-9883 To initiate services call point of entry at 1-888-222-4200.

Fax: 724-335-2867

Contact Person: Deborah Swisshelm

E-mail: swisshelmd@fswp.org

Population Served: Adults, children and families

Type of Behavioral Health

Services Offered: The agency maintains a house for deaf persons with intellectual disabilities. Outpatient therapy and medication management for adults and children.

Reimbursement: The agency accepts fee for service, third party reimbursement, Medicare, Medicaid and sliding scale payments.

Number of Clients

Served Annually: 20

Language Fluency: The psychiatrist and a case manager have fluent conversational skills.

Accreditation: The agency is accredited by The Council on Accreditation.

Program Accessibility: The facility is wheelchair accessible, has visual emergency signals, amplified phones and flashing signals.

Milestone

- Program Type:** Mental health, intellectual and developmental disabilities services.
- Address:** 716 Wood Street, Pittsburgh, PA 15221
- Phone:** 412-473-8059
- TTY:** 412-243-3358
- VP:** 412-727-8114
- Fax:** 412-731-5025
- Web:** www.milestonecentersinc.org
- Contact Person:** Jennifer Macioce
- E-mail:** jmacioce@milestonecentersinc.org
- Population Served:** Adults
- Type of Behavioral Services Offered:** Partial hospital, social rehabilitation, outpatient individual therapy, art therapy, blended service coordination, psychiatric consultation services, residential full care CRR/and supported housing.
- Reimbursement:** The agency is Fee for Service. Third party payments are accepted for CCBHO and other third party payers including Blue Cross, Highmark and Value Options. There is a sliding scale. Medicare and Medicaid are accepted.
- Number of Clients Served Annually:** Annually, the agency has served 45 people who are deaf and 3 who are hard of hearing.
- Qualification of Staff:** 1 LCSW/ NCGC, 1 BSN, 1 LPC/ATR, 1 BSW, 1 with associates degree. Residential staff are at minimum high school graduates. The total number of staff for residential and day treatment is 14.
- Language Fluency:** None have been tested for SCPI proficiency. 4 staff are deaf.
- Accreditation:** Licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services. CARF accreditation is pending.
- Accessibility:** The building is wheelchair accessible and has visual emergency signals and flashing signals, and has a videophone.

Pressley Ridge School for the Deaf (PRSD)

Program Type: Educational placement with a residential component.

Address: Pressley Ridge School for the Deaf, Retka Hall, 8235 Ohio River Boulevard, Pittsburgh, PA 15202

Phone (v): 412-761-1929

Fax: 412-761-9879

Population Served: Students who are deaf and identified as Emotionally Disturbed or on the Autism Spectrum

Reimbursement: Local school districts (LEA) and the Pennsylvania Department of Education.

Number of Clients

Served Annually: Approximately 20 including both day students and students who also reside in the PRSD dorms.

Transitional Services, Inc.

Program Type: Mental health and intellectual disabilities services.

Address: 806 West Street, Homestead, PA 15120

Phone: 412-461-1322

TTY: 412-461-3146

Fax: 412-461-1250

Email: tsimain@transitionalservices.org

Population Served: Adults

Type of Behavioral

Services Offered: Residential services

Reimbursement: Allegheny County DHS

Number of Clients

Served Annually: Annually, the agency has served 1 individual who is deaf and 1 individual who is hard of hearing.

Language Fluency of Staff: Contract for services.

Accessibility: The facility is wheelchair accessible, has visual signals, amplified phones, flashing signals and TTY.

West Central Center for the Deaf

Program Type: Mental health services, BHRS, mobile therapy, psychiatric services, information and resources.

Address: 2201 East State Street, Hermitage, PA 16148

Phone: 724-342-3323

TTY: 724-981-4327

Fax: 724-342-3329

Contact Person: Shelly Dorfi

Email: sdorfi@cccmer.org, wccd@westpadeaf.org

Population Served: Adults, children, and families

Type of Behavioral

Services Offered: BMRS for children and adolescents, outpatient therapy or counseling, psychiatric services, school based treatment and mobile mental health treatment.

Reimbursement: Fee for service, has contracts with Value Behavioral Health and Community Care Behavioral Health, Medicaid and sliding scale.

Number of Clients

Served Annually: Annually, the agency has served 27 individuals who are deaf and 3 individuals who are hard of hearing.

Qualifications of Staff: Two therapists have a masters degree in clinical counseling. The consulting psychiatrist is conversationally fluent in ASL.

Language Fluency of Staff: There are two staff therapists who have advanced or above SCPI skill certification.

Accreditation: Licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services.

Accessibility: The facility is wheelchair accessible, has visual signals, amplified phones, flashing signals and TTY.

Private Practitioners

Patricia K. Dobosh, PhD

Program Type: Mental health service provider.

Address: 750 Washington Road, Suite 19, Mount Lebanon, PA 15228-2052

Phone (v): 412-344-1776

TTY: 412-344-1776

Fax: 412-344-1772

Contact Person: Patricia Dobosh, PhD

Email: patricia@dobosh.com

Population Served: Outpatient counseling for adults and families.

Reimbursement: Fee for service, there is a sliding scale and third party payments are accepted.

Number of Clients

Served Annually: Annually, the practice has served 10 deaf individuals and 2 hard of hearing persons.

Qualifications of Staff: Dr. Dobosh has 17 years of experience with mental health and deafness, including 8 years at Gallaudet University where she served individuals accommodating and coping with hearing loss in numerous ways, including with assistive devices. Dr. Dobosh holds a Ph.D. in clinical psychology from Gallaudet University and is licensed by the Commonwealth of Pennsylvania.

Language Fluency: Dr. Dobosh is proficient in ASL.

Private Practitioners

Jennifer Macioce, LCSW, NCGC-1

Program Type: Private practice.

Address: Integrity Psychological Associates, LLC, 4232 Northern Pike, Suite 201, Monroeville, PA 15146

Phone (v): 412-663-0062

Fax: 412-202-1705

Web: www.integritypsych.com

Contact Person: Jennifer Macioce

Email: jmacioce@integritypsych.com

Population Served: Adults

Reimbursement: Fee for service and some third party reimbursement including Highmark, Blue Cross/Blue Shield and United Behavioral Health.

Number of Clients

Served Annually: Started at this practice November 2012.

Qualifications of Staff: Jennifer has worked in community mental health and with people who are deaf or hard of hearing for over 16 years. She received an Associate in American Sign Language and a Certificate in Deaf Studies from Community College of Allegheny County. She is a Licensed Clinical Social worker in the state of Pennsylvania and is nationally certified to treat problem gamblers and their families. She is a member of the Allegheny County Behavioral Health Task Force for persons who are Deaf, Hard of Hearing or Deaf blind. She is a certified trainer of Mental Health First Aid.

Accessibility: Building is wheelchair accessible.

Private Practitioners

Mary-Alice Olson, LCSW

Program Type: Private provider of mental health, drug and alcohol treatment services.

Address: 10475 Perry Highway, Suite 102, Wexford, PA 15090

Phone: 724-940-1730 voice or TTY

VP: 1-866-957-9437

Fax: 724-940-1731

Contact: Mary-Alice Olson

Email: mao528@aol.com

Type of Behavioral

Services Offered: Outpatient counseling

Population Served: Adults and children over the age of 14.

Reimbursement: Fee for service. All major insurances are accepted and there is a sliding scale. Medicaid and Medicare are also accepted.

Number of Clients

Served Annually: 50% of caseload is persons who are deaf, deafblind or hard of hearing.

Qualifications of Staff: Ms. Olson is RID certified-CT, BSW, MSW, ACSW. She has an associates degree in Deaf Studies/ASL/Interpreting and Deafblind issues. She received interpreter and speech reading training, and is experienced with assistive technology, FM systems and TTY. She is also certified in EMDR and bereavement counseling.

Language Fluency: RID certified.

Private Practitioners

Stefanie E. Sigrist, MA, ATR, LPC

Program Type: Private practice.

Address: Integrity Psychological Services, LLC, 4232 Northern Pike, Suite 201, Monroeville, PA 15146

Phone (v): 412-663-0062

Fax: 412-202-1705

Web: www.integritypsych.com

Contact Person: Stefanie E. Sigrist, MA, ATR, LPC

Email: stefanies@integritypsych.com

Population Served: Adults and children 14 and older.

Reimbursement: Fee for service and some third party reimbursement including Highmark (other third party payees to be added).

Number of Clients

Served Annually: Private practice work started in November 2012.

Qualifications of Staff: Stefanie has worked with the deaf and hard-of-hearing communiity since 2005. She did an art therapy and counseling internship with the Center for Hearing and Deaf Services and Milestone Centers Inc. Stefanie has worked full time at Milestone Centers Inc. for the past four years where individual outpatient and group therapy sessions are provided through the partial hospitalization program to individuals who are deaf and hard-of-hearing. Stefanie received a Masters degree in art therapy with a specialization in counseling from Seton Hill University. She is a Licensed Practicing Counselor (LPC) and Registered Art Therapist (ATR) in the state of Pennsylvania.

Accessibility: The facility is wheelchair accessible.

Private Practitioners

Kristy Weidner, LCSW

Program Type: Private provider of mental health, drug and alcohol treatment services.

Address: 68 Wabash Street, Pittsburgh, PA 15220

Phone (v): 412-455-6890

Fax: 412-455-6891

Contact: Kristy Weidner

Email: kristy@villagetherapy.org

Type of Behavioral

Services Offered: Outpatient counseling

Population Served: Adults and children, couples and families.

Reimbursement: Fee for service. Blue Cross/Blue Shield Highmark, Tricare and there is a sliding scale.

Number of Clients

Served Annually: 10 clients served in private office who are deaf, hard of hearing and children of deaf adults (CODA's).

Qualifications of Staff: Kristy graduated from Indiana University of Pennsylvania in 2002 with a Bachelor of Science in Education of Persons with Hearing Loss and worked as a teacher at Pressley Ridge School for the Deaf (approved private school) as a teacher for children aged 6-21. Kristy completed her Masters in Social Work from the University of Pittsburgh in 2006 with a focus on direct practice and received her credential as a Licensed Clinical Social Worker in 2008. She has worked in community mental health services as an individual and family therapist, as well as a school-based therapist for children, adolescents and their families. Kristy's approach to therapy values the whole person, emphasizing self-awareness and responsibility, understanding relationships and engaging in the search for meaning and purpose.

Language Fluency: ASL fluent.

Private Practitioners

Rose Zingrone, LCSW

Program type: Mental health outpatient counseling.

Address: 1824 Murray Avenue, Suite 204, Pittsburgh, PA 15217

Phone: 412-897-0276

Fax: 412-421-2401

E-mail: rosezingrone@yahoo.com

Population served: Adult individuals and couples therapy.

Reimbursement: Fee for service, third party reimbursement from most insurance companies and employee assistance program through employers.

Number of Clients

Served Annually: Annually, services were provided to 8 people who are deaf and 3 who are hard of hearing.

Qualifications: Ms. Zingrone received an associate of arts degree in sign language interpreting from the University of Akron in 1986. She worked as an interpreter until moving to Pittsburgh in 1991. Ms. Zingrone has over 20 years experience as a mental health counselor. She received a masters degree in clinical social work from the Ohio State University in 1989. She currently works in her private practice office of Squirrel Hill providing mental health therapy to adults and couples. She is a licensed clinical social worker in the state of Pennsylvania.

Accessibility: The facility is wheelchair accessible, has visual emergency signal, amplified phone and flashing signal. Competent in expressive and receptive ASL.

Information/Consultation

Teresa Nellans, MA, MBA

Program Type: Nellans Consulting offers consultation on management of hearing loss to individuals, families, or a group in your home, workplace, or medical setting. Training on effective communication is available to staff and professionals on resources, Americans with Disabilities Act, web sites, assistive listening and alerting devices, telecommunications, hearing dogs, and coping strategies.

Phone (v/TYY): 412-767-9769

E-mail: nellanst@aol.com

Population Served: Adults

Reimbursement: Contracts with agencies are established. Cash or checks are accepted for individual payment. No third party or Medicare is accepted. First visit is no charge.

Qualifications: Ms. Nellans has a masters in psychology from the University of Vermont and a masters in business administration from the University of Pittsburgh. She has 32 years experience with her own hearing loss and assisting people with their hearing loss. Ms. Nellans is certified by the American Academy of Hearing Loss Support Specialists. She uses her own voice with hearing aids and FM, and is conversant in sign language.

**Allegheny County Department of Human Services
Office of Behavioral Health****Bureau of Adult Mental Health Services**

Supports mental health services for adults residing in Allegheny County.

Contact: Ms. Mary Jo Dickson, Administrator

Address: One Smithfield Street, Pittsburgh, PA 15222

Phone: 412-350-4293

E-mail: Maryjo.Dickson@AlleghenyCounty.us

Bureau of Child and Adolescent Mental Health Services

Supports behavioral health services for children, adolescents and youth, and their families residing in Allegheny County.

Contact: Ms. Georgianne Palaoro, Administrator

Address: One Smithfield Street, Pittsburgh, PA 15222

Phone: 412-350-4472

E-mail: Georgianne.Palaoro@AlleghenyCounty.us

Bureau of Drug and Alcohol Services

Supports drug and alcohol prevention and treatment services for youth and adults residing in Allegheny County.

Contact: Latika Davis-Jones

Address: One Smithfield Street, Pittsburgh, PA 15222

Phone: 412-350-3328

E-mail: Latika.Davis-Jones@AlleghenyCounty.us

Office of Intellectual Disability

Contact: Steve Evrard, Manager, Quality Improvement

Address: 2020 Ardmore Blvd., Parkway Center East, Pittsburgh, PA 15221

Phone: 412-436-2806

E-mail: Steve.Evrard@AlleghenyCounty.us

Pennsylvania Department of Public Welfare**Office of Mental Health and Substance Abuse Services**

Contact: Ms. Valerie Vicari, Director, Division of Western Operations vavicari@state.pa.us
Mr. Jay Jaquette, Acting Community Program Manager rjaquette@state.pa.us
Mr. Richard Latsko, Allegheny County Team Leader rlatsko@state.pa.us

Address: 301 Fifth Avenue, Suite 480, Pittsburgh, PA 15222

Qualifications: Experience in assistive technology including FM systems and TTY.

Allegheny County Behavioral Health Managed Care Organization

Community Care Behavioral Health

Managed Care Company for medical assistance recipients for mental health and drug and alcohol services.

Contact: Ms. Sherry Shaffer

Address: One Chatham Center, Suite 700, 112 Washington Place
Pittsburgh, PA 15219

Phone: 412-454-2663

TTY: 877-877-3580

Email: shaffersl@ccbh.com

Additional Behavioral Health Services

ACHIEVA Family Trust

Individuals with disabilities and their families face significant challenges in planning for their financial stability. In 2011, ACHIEVA Family Trust provided information and served as trustee for 1,953 individuals with disabilities. ACHIEVA Family Trust is one of the only organizations providing trust services and long term planning for people with disabilities and their families in the United States.

Contact: Amy Dolan Strano

Phone: 412-995-5000 ext. 405

Email: adstrano@achieva.info
www.achieva.info

ACHIEVA Advocacy and Family Support

Advocates from The Arc of Greater Pittsburgh and The Arc of Westmoreland work to ensure the full community participation for children and adults with intellectual disabilities.

Contact: Jeanine Schultz

Phone: 412-995-5000 ext. 579

Email: jschultz@achieva.info

New Cases: Advocacy intake information is 412-995-5000 ext. 486.
www.achieva.info

Additional Behavioral Health Services – Early Intervention

ACHIEVA Early Intervention

Contact: Sharon Richards

Address: 711 Bingham Street, Pittsburgh, PA 15203

Phone: 412-995-5000 ext. 487

Email: srichards@achieva.info

Number of Clients

Served Annually: Annually, services were provided to 1,326 infants and toddlers in six counties.

Additional Behavioral Health Services – Early Intervention (continued)**Alliance for Infants and Toddlers**

Address: The Hough Building, 2801 Custer Avenue, Pittsburgh, PA 15227

Phone: 412-885-6000

Child Development Center

Address: Children’s Oakland Medical Building, 3420 Fifth Avenue, Pittsburgh, PA 15213

Phone: 412-692-5560

Family and Mental Health Consumer Organizations**Advisory Board on Autism and Related Disorders (ABOARD)**

Address: 35 Wilson Street, Pittsburgh, PA 15223

E-mail: support@aboard.org

Web: www.aboard.org

Phone: 412-781-4116, toll free: 1-800-827-9385

National Alliance on Mental Illness, Southwestern Pennsylvania (NAMI)

Address: 105 Braunlich Drive, McKnight Plaza, Suite 200, Pittsburgh, PA 15237

Phone: 412-366-3788, toll free: 1-888-264-7972

Web: www.namiswpa.org

Other Advocacy Organizations

Disability Rights Network of Pennsylvania

The mission of the Disability Rights Network of Pennsylvania is to advance, protect, and advocate for the human, civil, and legal rights of Pennsylvanians with disabilities.

Disability Rights Network of Pennsylvania (DRN) is a statewide, non-profit corporation designated as the federally-mandated organization to advance and protect the civil rights of adults and children with disabilities. DRN works with people with disabilities and their families to ensure their rights to live in their communities with the services they need, to receive a full and inclusive education, to live free of discrimination, abuse and neglect, and to have control and self-determination over their services.

Phone (v): 1-800-692-7443

TDD: 1-877-375-7139

E-mail: intake@drnpa.org

Office of Deaf and Hard of Hearing

ODHH provides three primary services, represented by the acronym AIR. We ADVOCATE for people with hearing loss who are not receiving proper services from government or private agencies. We distribute INFORMATION and answer questions on issues relevant to people with hearing loss. We REFER people to appropriate organizations. ODHH is ready to serve as liaison, open doors, explain procedures and make referrals. No request is too small.

Contact: Director

Address: 1521 North Sixth Street, Harrisburg, PA 17102

Phone (v/TTY/VP): 717-783- 4912

Phone (v & TTY): 1-800-233-3008 (PA only)

Videophone: 717.831.0308

Fax: 717.783.4913

E-mail: ra-li-ovr-odhh@state.pa.us

Web: www.dli.state.pa.us keyword: odhh



The Behavioral Health Task Force

*for Persons who are Deaf, Deafblind or
Hard of Hearing of Allegheny County*

The Staunton Farm Foundation is dedicated to improving the lives of people who live with mental illness. The Foundation works to enhance mental health treatment and support by advancing best practices through grant making to nonprofit organizations in the ten southwestern Pennsylvania counties of Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland.